

CHAPTER 50:02:04

PUBLIC SAFETY ANSWERING POINTS

50:02:04:02. General operational standards. The general operational standards for a PSAP shall be as follows:

- (1) A PSAP must be operational 24 hours a day, seven days a week;
- (2) No later than July 1, 2013, a PSAP must be continuously staffed with at least two 911 telecommunicators on duty at all times or comply with this rule by any other such arrangement submitted to and approved in writing by the board. Alternative compliance methods must be supported by a detailed plan that outlines the call handling procedures and dispatch protocols to be utilized in the implementation of the alternative arrangement. Alternative compliance methods include but are not limited to the following:
 - (a) Primary-Secondary PSAP arrangement, wherein a PSAP that is continuously staffed with at least two 911 telecommunicators at all times (Primary) enters into a written agreement with a PSAP that is not continuously staffed with at least two 911 telecommunicators at all times (Secondary) to answer all 911 calls in the Secondary PSAP's service area;
 - (b) Automatic/Manual redirect of 911 calls, wherein a PSAP that is not staffed with at least two 911 telecommunicators utilizes technology to automatically or manually redirect 911 calls to a PSAP that is staffed with at least two 911 telecommunicators; and
 - (c) Virtual PSAP arrangement, wherein two PSAPs enter into a written agreement to install connectivity between each PSAP's customer premise equipment (911 phone system) to allow each PSAP to monitor and answer the other PSAP's 911 calls. Both PSAPs must have the ability to dispatch the other PSAP's responders.
- (3) A PSAP must ensure that each 911 telecommunicator applicant passes a hearing test, pre-employment drug screening, and basic background check prior to hiring. A PSAP must also ensure that the applicant does not have a felony conviction;
- (4) A PSAP must have a documented training program for a newly hired 911 telecommunicator to ensure an understanding of operations and procedures specific to that PSAP. At a minimum, the training program must consist of the following:
 - (a) Training in the primary responsibilities of receiving, processing, transmitting, and dispatching emergency and non-emergency calls for law enforcement, fire, medical, and other public safety services; and
 - (b) Training in the accurate and appropriate categorization of all calls for service;

(5) A 911 telecommunicator must be able to appropriately prioritize all calls for service;
and

(6) A 911 telecommunicator must be able to determine the appropriate resources to be used in response to all calls for public safety services.

Source: 36 SDR 100, effective December 14, 2009.

General Authority: SDCL 34-45-18.2.

Law Implemented: SDCL 34-45-18.2.

Houdyshell, Michael

From: Tracy Turbak [tturbak@watertownsd.us]
Sent: Tuesday, September 14, 2010 9:42 AM
To: Jeff Carmon; Turman, Kristi; Lou Sebert; Marlene Haines; Houdyshell, Michael
Cc: Ted Ruffedt Jr.
Subject: Financial Analysis

Hi All,

As a follow-up to our conference call this morning, I wanted to confirm our plans to complete an analysis of the financial and other data submitted to date. The items from the scope of work as identified in the consultant RFP will be handled as follows:

- Marlene - #5 – PSAP Personnel
- Michael - #4 – 9-1-1 Emergency Surcharge Collection
- Tracy - #1, #2 & #3 – Baseline Questions, PSAP Budgets (overview) & PSAP Budgets (by type of expenditure)

Information should be submitted to Michael by October 15th and he will compile it into a draft report for review by the Funding Committee. A final report should be prepared and ready to distribute to the full Board by the end of Oct.

Please let me know if you have any questions.

Thanks,
Tracy

In order to gain an understanding of the current state of 9-1-1 funding in South Dakota, the Board is seeking an independent analysis of the financial data collected from the counties and PSAPs. What follows is a detailed list of what the Board hopes to learn from said analysis, broken down by category:

(1) Baseline Questions (Tracy)

How much does the 9-1-1 system in South Dakota cost annually?

How much 9-1-1 emergency surcharge is collected annually?

Assuming the 9-1-1 emergency surcharge does not cover the total cost of operating the 9-1-1 system in South Dakota, what would the surcharge need to be to provide one hundred percent funding of the system from surcharge alone (current surcharge is \$0.75)?

How much surcharge is being spent on non-allowable costs (if discernable from data collected)?

(2) PSAP Budgets (overview)

Total of all PSAP budgets;

Total dollar amount/percentage funded by 9-1-1 emergency surcharge;

Total dollar amount/percentage funded by General Funds;

Total dollar amount/percentage funded by other funds.

(3) PSAP Budgets (by type of expenditure) (Tracy)

Total amount of expenditure for each individual category listed on 2009 Annual Report;

Breakdown of total dollar amount/percentage by funding source (surcharge, general, other) for each individual category listed on 2009 Annual Report.

Total dollar amount of personal services expenditures and breakdown of total dollar amount/percentage by funding source (surcharge, general, other).

(4) 9-1-1 Emergency Surcharge Collection *Michael*

Total dollar amount/percentage of surcharge generated from wireline service;

Total dollar amount/percentage of surcharge generated from monthly billed wireless service;

Total dollar amount/percentage of surcharge generated from prepaid wireless service (remitted directly to the State).

(5) PSAP Personnel *Mavlene*

Average salary of 9-1-1 telecommunicator;

Average percentage of work hours related to PSAP-specific duties;

Average percentage of wages paid with surcharge funds; and

Top three "other work duties" as indicated on the Employee Rosters.

OPERATIONS SUB-COMMITTEE MEETING

SEPTEMBER 3, 2010 – SIOUX FALLS, SD

PROPOSAL : That the SD 9-1-1 Board hire, under the supervision of the State 9-1-1 Director, one or more PSAP STANDARDS AND COMPLIANCE LIAISON(S).

Program Operation

1. Liaison(s) would apply to the State 9-1-1 Coordination Board
2. Liaison(s) would be under the direct supervision of the State 9-1-1 Coordinator.
3. Number of Liaisons hired would depend of number of applicants, geographical location of their residence and qualifications.
4. Hiring preference given to previous employment as a PSAP supervisor, director or manager.
5. Liaison(s) would be paid through the State 9-1-1 Board budget (estimating \$10,000 per year total line item)
6. Liaison(s) would be paid an hourly rate (suggesting \$16.00 per hour to be consistent with Highway Safety Liaison positions), plus travel and per diem reimbursement.

Program Objectives

1. Conduct a minimum of 1 visit per year per PSAP.
2. Verify compliance with 9-1-1 standards and rules.
3. Provide assistance to grant applicants and review compliance of grant recipients.
4. Provide written documentation of each PSAP visit.
5. Provide a written activity summary
6. Attend a minimum of two board meetings per year or at the discretion of the State 9-1-1 Coordinator.
7. Provide input to board.
8. Provide guidance, education and assistance to PSAP's on the forthcoming Statewide 9-1-1 plan and NG9-1-1 initiatives.